



NOTICE OF APPEAL TO THE
BOARD OF PATENT APPEALS AND INTERFERENCES

8/23/02
7/Office
of
Appeal

IN RE APPLICATION OF: METHOD AND MEANS FOR EVALUATING CUSTOMER
SERVICE PERFORMANCE
SERIAL NO: 09/255,968
FILED: FEBRUARY 23, 1999
FOR: VISION INSIGHT LLC
Group Art Unit: 3623
Examiner: JAMES A. REAGAN
Attorney Docket No: P03735US0

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AUG 21 2002
GROUP 3600

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Applicant hereby appeals to the Board of Patent Appeals and Interferences from the decision of the examiner dated JULY 15, 2002 rejecting the following claims: 1-4, 6-11, and 23-31.

Applicant is a small entity under 37 CFR 1.9 and 1.27. A statement of small entity status under 37 CFR 1.27 has already been filed in this application.

The items checked below are appropriate:

- ☒ A check in the amount of \$160.00 is enclosed.
- ☐ The Commissioner is hereby authorized to charge the extension fees to Deposit Account No. 26-0084.
- ☒ The Commissioner is authorized to charge any underpayment or credit any overpayment or to Deposit Account No. 26-0084.
- ☐ A petition for an extension of time under 37 CFR 1.136(a) is enclosed.

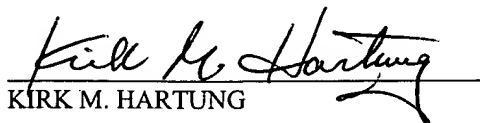
CERTIFICATE OF MAILING

I hereby certify that this document and the documents referred to as enclosed therein are being deposited with the United States Postal Service as First Class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this 13 day of AUGUST, 2002.

08/20/2002 AWONDAF1 00000120 09255968

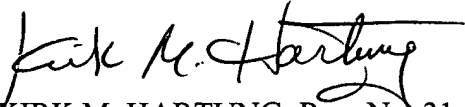
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160.00 QP


KIRK M. HARTUNG

.(One additional copy of this Notice is enclosed herewith).

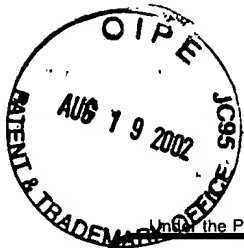
Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kirk M. Hartung". The signature is fluid and cursive, with a horizontal line extending from the end of the name.

KIRK M. HARTUNG, Reg. No. 31,021
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Attorneys of Record

- mlw -



AF/3/623

PTO/SB/17 (11-01)
Approved for use through 10/31/2002. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
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FEE TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$) 160.00

Complete if Known

Application Number 09/255,968
Filing Date February 23, 1991
First Named Inventor Nancy L. Anderson
Examiner Name James A. Reagan
Group Art Unit 3623
Attorney Docket No. P03735US0

METHOD OF PAYMENT (check all that apply)

☒ Check ☐ Credit card ☐ Money Order ☐ Other ☐ None

☒ Deposit Account:

Deposit Account Number
Deposit Account Name

26-0084

McKee, Voorhees & Sease, P.L.C.

The Commissioner is authorized to: (check all that apply)

☒ Charge fee(s) indicated below ☒ Credit any overpayments
☐ Charge any additional fee(s) during the pendency of this application
☐ Charge fee(s) indicated below, except for the filing fee to the aboveidentified deposit account.

FEE CALCULATION

1. BASIC FILING FEE

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
101	740	201	370	Utility filing fee	
106	330	206	165	Design filing fee	
107	510	207	255	Plant filing fee	
108	740	208	370	Reissue filing fee	
114	160	214	80	Provisional filing fee	

SUBTOTAL (1) (\$) 0.00

2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE

Extra Claims Fee from below Fee Paid
Total Claims -20** = X =
Independent Claims -3** = X =
Multiple Dependent =

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
103	18	203	9	Claims in excess of 20	
102	84	202	42	Independent claims in excess of 3	
104	280	204	140	Multiple dependent claim, if not paid	
109	84	209	42	** Reissue independent claims over original patent	
110	18	210	9	** Reissue claims in excess of 20 and over original patent	

SUBTOTAL (2) (\$) 0.00

**or number previously paid, if greater; For Reissues, see above

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
105	130	205	65	Surcharge - late filing fee or oath	
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for <i>ex parte</i> reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
116	400	216	200	Extension for reply within second month	
117	920	217	460	Extension for reply within third month	
118	1,440	218	720	Extension for reply within fourth month	
128	1,960	228	980	Extension for reply within fifth month	
119	320	219	160	Notice of Appeal	160.00
120	320	220	160	Filing a brief in support of an appeal	
121	280	221	140	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,280	241	640	Petition to revive - unintentional	
142	1,280	242	640	Utility issue fee (or reissue)	
143	460	243	230	Design issue fee	
144	620	244	310	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt	
581	40	581	40	Recording each patent assignment per property (times number of properties)	
146	740	246	370	Filing a submission after final rejection (37 CFR § 1.129(a))	
149	740	249	370	For each additional invention to be examined (37 CFR § 1.129(b))	
179	740	279	370	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	

Other fee (specify) _____

*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$) 160.00

SUBMITTED BY

Name (Print/Type) KIRK M. HARTUNG
Signature *Kirk M. Hartung*

Registration No. (Attorney/Agent) 31,021

Complete (if applicable)

Telephone (515) 288-3667
Date 8/13/02

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

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